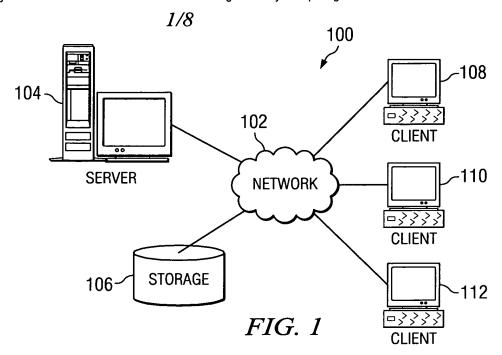
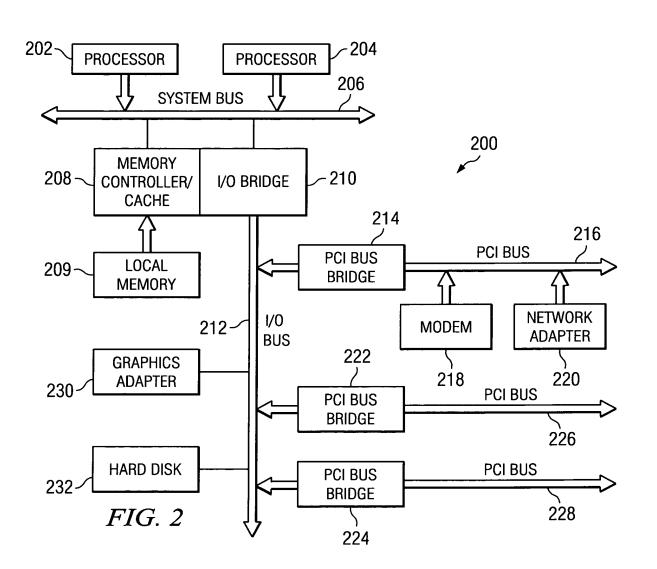
Chen et al.

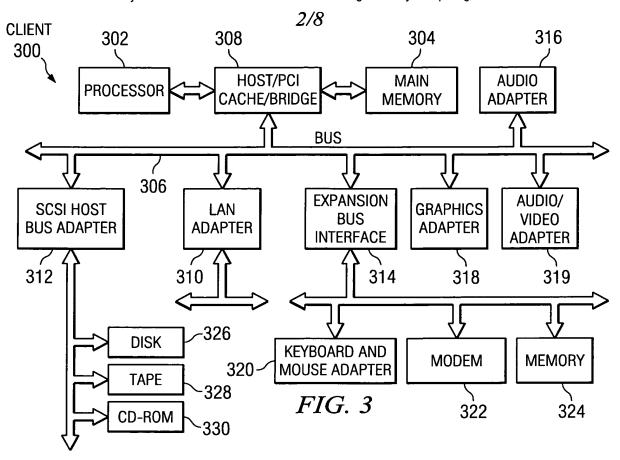
Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

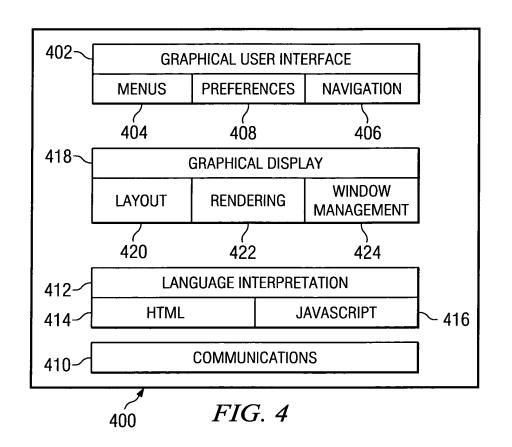




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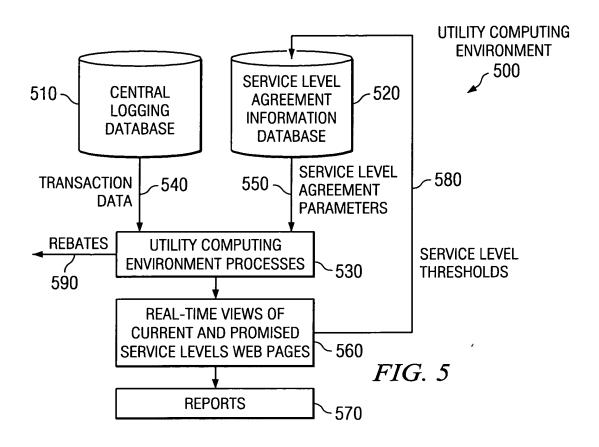
Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment





Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

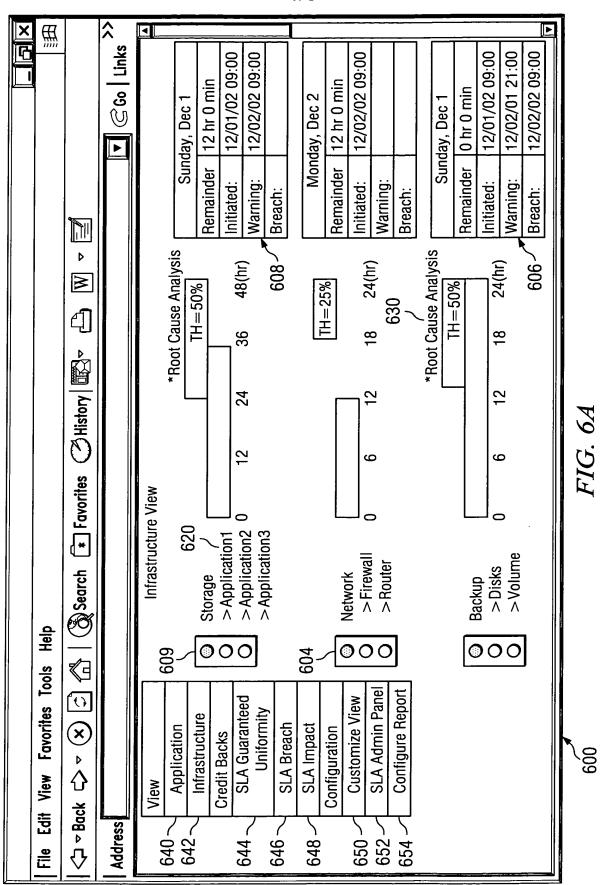


		800)							
				RANGE (HR) - BASED ON 24 HR SLA						
830 820 810	CUSTOMER	SERVICE LEVEL (SL)	BASE CHARGE	0-6	7-12	13-18	19-24	24-30	30+	
	Α	1	\$100	\$68	\$45	\$22	\$3	\$4	\$25	
	Α	2	\$60	\$49	\$32	\$16	\$2	\$3	\$20	
	Α	3	\$80	\$57	\$38	\$18	\$3	\$3	\$20	
	В	1	\$120	\$90	\$65	\$38	\$5	\$5	\$40	
	В	2	\$100	\$69	\$50	\$29	\$4	\$4	\$29	

FIG. 8

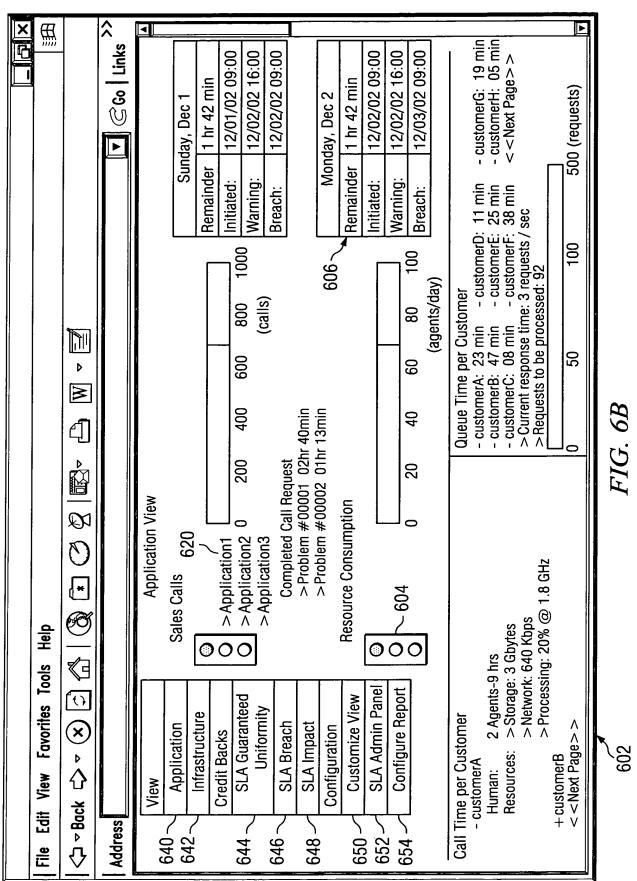
Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment



Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment



Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

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Infrastructure]											
Credit Backs												
SLA Guaranteed Uniformity	SLA Breac											
SLA Breach												
SLA Impact	Category	TransID	Time (GMT)	Duration (hr)	SLA (hr)	Reward (USD)						
Configuration												
Customize View	Storage	1	09:36:00	28	24	\$20						
SLA Admin Panel	Network	2	14:52:00	37	30	\$40						
Configure Report]											
							▼					

FIG. 7A

Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

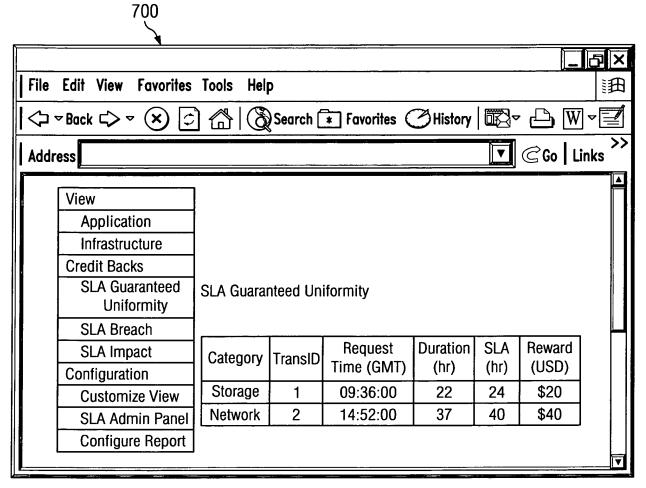


FIG. 7B

Chen et al.

Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

